Expanding Healthcare Services with Digital Agreement Technology

Healthcare organizations everywhere are adapting to declining margins, M&A pressures and the need for staffing flexibility in response to shortages which can make it even harder to meet the demands of this changing landscape.

Today's healthcare organizations are responding to these problems by streamlining costs and increasing agility. There's a process shift that's happening to make every part of this new workflow—especially agreements—more digital and flexible. By making the administrative paperwork simpler, healthcare providers can free up more time and resources to increase focus on patient health.

At DocuSign, we've had conversations with global healthcare leaders about how they're adapting to keep patients safe and operate efficiently in this new environment. We've heard stories about new technologies, successful adaptations and shifting visions of what's possible in daily workflows. The changes that are being made now are more than temporary one-off patches, they're permanent improvements to make operations more efficient. We're seeing the roots of a digital-first healthcare industry. Let's dive into the way healthcare providers can digitally transform day-to-day work.

DocuSign

DocuSign customers in the healthcare industry can't afford to take too long or make mistakes when it comes to patient care. In order to provide more contactless and remote offerings to serve patients wherever they are, healthcare providers need to manage agreements in a new way. They need to process paperwork efficiently to make sure that on-site patients are treated promptly while also increasing care options for patients who remain at home. So far, conversations with healthcare customers have illustrated progress for both types of patients.

"Before using EngagedMD for consents, our appointments with international patients often took up to 3 hours. Now, the appointments are 1.5 to 2 hours because patients have signed the documents at home. It's very user-friendly and convenient on the patient side. I rarely get questions about how to sign."

Mayra Camacho
IVF Coordinator, HRC Fertility

Heart-Centered Counseling: efficiently transitioning to teletherapy

Heart-Centered Counseling provides outpatient mental health services with offices throughout Colorado. In early 2020, they were searching for a platform to assist with consent forms, intake forms, financial forms and internal paperwork while supporting HIPAA compliance. They choose DocuSign eSignature to transition to teletherapy and remote operations quickly. Now Heart-Centered Counseling can sign documents remotely in full compliance with ESIGN, UETA and HIPAA, using standardized templates to streamline workflows across all 20 facilities. Heart-Centered Counseling also trained 200+ providers through DocuSign University's guides and videos, saving valuable time as they transitioned to teletherapy.

EngagedMD: improving patient experience with digital documentation

EngagedMD provides patient education and consent software for fertility clinics. Their mission is four-fold: improve the patient experience, save time, go paperless and decrease risk. Paperless documentation and consent have become particularly important in recent years. With DocuSign eSignature and ID Verification, EngagedMD helps clinics securely digitize remote consent, saving up to two hours per patient on consent appointments. EngagedMD's partner clinics give patients the flexibility to review and sign documents on their own devices from anywhere. By verifying patient identities remotely, clinics save time on paperwork and preserve in-clinic time for medical treatments.

> "I evaluated many platforms, and DocuSign was the most robust and well-supported ... we are so glad to have had DocuSign already in place when the COVID-19 pandemic hit."

Douglas W. Blocksma, MA, NCC, LPC
Site Supervisor, Heart-Centered Counseling

Maintaining compliance with CFR Part 11

Other healthcare organizations are using DocuSign to maintain compliance with the FDA's 21 CFR Part 11 regulation while running clinical research initiatives. Because of DocuSign's built-in security controls, robust audit trail and stringent provisioning processes, providers can meet GxP and other compliance standards. Customers have fast tracked standing up their 21 CFR Part 11 instances by partnering with our dedicated customer success team in order to quickly replace wet signatures to enroll, monitor and treat patients remotely and contactlessly.

Unblocking hiring and onboarding processes

Because of strict licensing and credentialing requirements, hiring new doctors can be complicated and time-intensive. Healthcare providers that want to increase staff while still ensuring that candidates are appropriately credentialed have relied on DocuSign to verify the identity of new doctors, validate their credentials and onboard them remotely. Accelerating employment agreements is an easy way for healthcare providers to maintain the flexibility required to meet increased demand. A streamlined hiring/onboarding process is also important to securely allow a healthcare organization to avoid messy red tape and focus on patient care.

Establishing consent for mental health treatment

When it comes to treating mental health patients, one-on-one and group therapy sessions are now offered via teletherapy in order to offer flexible options and to treat hard-to-reach geographies. However, before patients can enter these sessions, they need to provide documentation of consent, HIPAA releases and other documentation with their medical team, a hurdle DocuSign customers are overcoming with eSignature. By treating patients via video conference, mental health providers are continuing to provide a personalized care community for mental health patients without exposing them to any additional health risks.

Spend time treating patients, not managing paperwork

The DocuSign Agreement Cloud enables improved experiences for patients, providers and payers, all while maintaining compliance, security and privacy. It lets healthcare organizations focus on patient treatment by simplifying agreement processes, which means better patient experiences and improved care coordination. Even interact with patients and agents through mobile devices, making it faster and easier to share information and get approvals.

With DocuSign you can automate a wide variety of processes, including:

– New patient forms/onboarding

– Notice of privacy practices

– Consent forms

– Medical records updates

– Home healthcare patient documents

– Physician/nurse credentialing

– Provider agreements

– Medicare forms

– Business Associate Agreements (BAAs)

– Vendor contracts

– Purchase orders

– Statements of work

– Internal human resources documents

– Physician credentialing

Learn more about the DocuSign Agreement Cloud for Healthcare Providers.

"An initiative of any fertility center that's hoping to grow is to treat more patients. The way to do that is to provide a really efficient, great patient experience."

Jeff Issner
Co-founder and CEO, EngagedMD

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